ABSTRACT OF THE DISCLOSURE

[0088]   Systems and methods for vacation request processing, which in one embodiment among many, can be broadly summarized by a representative method of processing a vacation request of an employee based on a workload estimate, which includes a work statistic that is used to operate a call center, together with vacation eligibility criteria. Another embodiment can be described as a vacation request processing system that has logic configured to provide a vacation eligibility criteria and a workload estimate, which includes a work statistic that is used to operate a call center, and logic configured to process the vacation request by using the workload estimate and the vacation eligibility criteria.